

- |             |   |
|-------------|---|
| Interviewer | • Good morning, Ms. Anderson. How are you today?  |
| Applicant   | • Fine thanks, and you?   |
| Interviewer | • I'm fine, thank you. Please follow me. We'll meet in the conference room                |
| Applicant   | • Ok  |
| Interviewer | • Are you Mr Thomas?  |
| Applicant   | • Yes, I am   |
| Interviewer | • Thank you for coming  |
| Applicant   | • Of course   |
| Interviewer | • Would you like a glass of water or a cup of coffee before you begin                     |
| Applicant   | • No thanks, I'm fine   |
| Interviewer | • Alright. Then please, come with me  |
| Applicant   | • Sure  |
| Interviewer | • Hello Mrs Louis?  |
| Applicant   | • Yes   |
| Interviewer | • Could you give me one minute? I'll be right with you                                    |
| Applicant   | • Sure  |
| Interviewer | • Thanks  |
| Interviewer | • Ok. thanks for waiting. please call me. Please sit down. How are you doing this morning |
| Applicant   | • I'm doing fine, thank you   |
| Interviewer | • Thanks for being patient. Things are quite busy here right now                          |
| Applicant   | • It's no problem   |
| Applicant   | • Hello   |
| Interviewer | • Oh, yes, hello. May I help you?   |
| Applicant   | • Yes, I'm here to see Mr David about the accounting position                             |
| Interviewer | • Right. I'm Mr David. Glad to meet you   |
| Applicant   | • Glad to meet you  |
| Interviewer | • Please sit down. Could I have you fill out this application form                        |
| Applicant   | • Sure  |
| Interviewer | • Take your time. Just let me know when you finish  |
| Applicant   | • OK  |



**Interviewer**  
**Applicant**

- **So, tell me a little bit about yourself?**
- Well, my name is Joy Brown. I'm 27 years old, and I'm single

**Interviewer**  
**Applicant**

- **How would you describe your personality?**
- I'm hard working .  
I'm eager to learn. I enjoy working with other people

**Interviewer**  
**Applicant**

- **Could you tell me something about yourself?**
- Yes, my name is Julie Thompson. I'm married. I have three kids: one son and two daughters

**Interviewer**  
**Applicant**

- **How would you describe yourself?**
- I like being with people and helping them. I enjoy problem-solving and challenging work. And I'm serious about my work but I also like to have fun

**Interviewer**  
**Applicant**

- **Tell me a little about yourself**
- My name is Annette Johnson but most people call me Ann. I am originally from Boston but I've lived in Seattle for 8 years now

**Interviewer**  
**Applicant**

- **May I ask how old you are?**

**Interviewer**  
**Applicant**

- I'm 24
- **Have you finished your studies?**
- I graduated from the University of Washington in June, and I hope to find a full-time job now

**Interviewer**  
**Applicant**

- **Could you describe yourself briefly?**
- Sure, my name is Andrew Wilson. I'm 30 years old and I'm single

**Interviewer**  
**Applicant**

- **Are you originally from Los Angeles?**
- No, I'm originally from San Francisco. I moved to Los Angeles over 10 years ago as a student

**Interviewer**  
**Applicant**

- **Describe your personality to me?**
- Well, I'm a dedicated worker and a people person. I enjoy working in a team. I also like to be in contact with the public

**Interviewer**  
**Applicant**

- **Can you tell me something about yourself?**
- Yes, I graduated from Stanford University with a BA in Management. After I graduated, I worked in hotel management for 6 years in New York City. and I also enjoy working with PR and customer service

**Interviewer**  
**Applicant**

- **Do you have any family obligations?**
- Yes, I'm married, with the two-year-old daughter, and I also have to support my parents



**Interviewer**  
**Applicant**

- **Please Tell me about your educational background**
- I graduated from Cornell University in 1994 with a BA in computer Science

**Interviewer**  
**Applicant**

- **Why did you choose computer science?**
- Well, ever since I've been young, I've been interested in computer. So, when I entered the university, I thought that a career in computers would be a good choice

**Interviewer**  
**Applicant**

- **Have you ever studied outside of the university?**
- Yes, I've studied on my own and I took an evening course at a small computer school

**Interviewer**  
**Applicant**

- **Tell me a little about educational background**
- Sure, I received a Bachelor's Degree in history from Houston university in 1990. After that, I studied at the university of Texas and received my MBA in 1993

**Interviewer**  
**Applicant**

- **Why did you choose the university of Texas for your Master's Degree**
- I visited the campus and I met some of the professors and I really liked it

**Interviewer**  
**Applicant**

- **How will your education help you with this position?**
- My education has taught me how to work hard and how to succeed and also taught me a lot about society and business environment

**Interviewer**  
**Applicant**

- **Please tell me about your formal education**
- Well, I graduated from Kansas State University two months ago with a Bachelor's Degree in Business Administration

**Interviewer**  
**Applicant**

- **How was your experience there?**
- It was a very good experience for me. I learned a lot. It was challenging and rewarding

**Interviewer**  
**Applicant**

- **Can you tell me about your education?**
- Yes, I studied political science at Michigan State university in Lansing for four years. I got my Bachelor's Degree in 1990. For the past two years, I've been attending Union Law School on the weekends, but I haven't finished yet

**Interviewer**  
**Applicant**

- **Do you plan to finish your law degree?**

**Interviewer**  
**Applicant**

- I hope to finish this year
- **Tell me about your educational background?**
- I graduated from Texas Christian university with a Bachelor's in Accounting. I also minored in Business Technology

**Interviewer**  
**Applicant**

- **How has your education helped with your work?**
- It taught me the basics of accounting and also about business. It taught me how to solve problems and how to work hard



**Interviewer**

**Applicant**

**Interviewer**

**Applicant**

**Interviewer**

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**Interviewer**

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**Interviewer**

**Applicant**

**Interviewer**

**Applicant**

**Interviewer**

**Applicant**

• Can you tell me about your previous job experience, please

• Sure, While I studied at University, I worked as an intern at Avery publishing. I worked in the main office. After I graduated, I worked in the same place full-time. I worked in administration at the main office. I was there for four years

• Tell me about your experience there?

• As an office intern, I just helped with office support. When I became a full-time administration assistant, I helped my boss with her projects

• How did you like the company?

• Oh, I liked the company very much. The people were very nice. And we all worked together very well

• Please tell me about your previous job experience

• Yeah, well... I've been a secretary for 10 years now. I first started in 1991, with Johnson and Johnson. I worked with them for six years. I left when I got married, and we moved to Denver. Then, I worked with United Parcel Services for four years

• Has your experience been good?

• Yes, I've learned a lot about management and developed my job skills

• Could you please describe your previous job experience

• Yes, I graduated from the university in 1990, and started working for Sanwa Bank. I've been with Sana Bank up until now

• Why are you leaving

• I'm looking for a job with more responsibility and flexibility

• I see, were you ever promoted?

• Yes, twice

• And how would you describe your experience there?

• It was a good experience. The people were great, the benefits were good. But I'm still looking for better prospects

• Please tell me about your previous work experience

• Well, I've been working in Sales and Marketing for



Interviewer  
Applicant

three years now. The first company that I worked for, Mediaware, went out of business after I was there just one year. I then went to work for Universal systems for two years and have just been laid off

- Can you tell me about your past work history, please?
- Yes, While I was studying at the university, I volunteered at my local hospital. After I graduated, I worked at St. Andrew's Hospital, for about three years, as a nurse. After that, I worked to hospital Administration with the Red Cross. And I've been there until now

# Special Skills

## conversation 5

Interviewer  
Applicant

- Do you have special skills that would help you do this job?
- Yes, I'm pretty good with computers. I've used Microsoft Office a lot, and I know how to troubleshoot problems

Interviewer  
Applicant

- How fast can you type?
- I can type about 60 words a minute

Interviewer  
Applicant

- Any other skills that would help you?
- Well, I speak fluent Mandarin Chinese, and I can read and write it fairly well



Interviewer  
Applicant

- Do you have any other skills that might help you on this job?
- Yes, I have secretarial experience. I can answer phone calls, use a computer, type 60 words a minute, and speak French and Japanese. I have good organizational skills

Interviewer  
Applicant

- How about doing PR?
- Oh, I've also had experience with PR. When I worked in admissions at Carlton College, I dealt with the public daily

Interviewer  
Applicant

- What skills do you have that would help you on this job?
- I have computer experience. I can use Microsoft NT, Word and Excel. I speak some Japanese. And I'm good at sales and networking as well

Interviewer  
Applicant

- what special skills do you have for this job?
- I have good organizational skills. I worked as head office administrator for a while. I had to organize the staff and the

Interviewer  
Applicant

office layout

- Do you have any computer skills?
- I'm familiar with Microsoft Office and I've worked with Windows NT

Interviewer  
Applicant  
Interviewer

- Do you speak any other languages?
- I can speak German and some Russian
- Do you have any special job skills that would help you do your job

Applicant

- Well, I've many contacts in the communication sector from my previous job. I also have knowledge of Japanese culture and language. I used to live in Tokyo

Interviewer  
Applicant

- How are your research skills?
- Pretty good. I did a lot of research when I was at the university, and I also did a lot of research on the internet at my previous job

## The Ideal Job

## conversation 6

Interviewer  
Applicant

- Could you describe your ideal job?
- Yes, my ideal job would be challenging but secure
- Tell me more... Why challenging?
- Well, I'd like to improve my secretarial skills. And I'd like to be interested in my work

Interviewer  
Applicant

Interviewer  
Applicant

- What kind of hours are you looking for?
- I'm looking for full-time work. I can work weekends, but I'd like to have evenings off

Interviewer  
Applicant

- What's your ideal job?
- I would like to be a full-time computer programmer. I prefer working with a team, but I also enjoy working individually

Interviewer  
Applicant  
Interviewer

- What kind of hours would you prefer?
- I'm flexible, but I prefer to have the weekends off
- Would you be willing to work one day during the weekend



Applicant

Interviewer  
Applicant

Interviewer  
Applicant

Interviewer  
Applicant

Interviewer  
Applicant

- Yes, that would be fine
- **Could you describe your ideal job?**
- Yes, that's a good question. I'd like to work in challenging job in marketing. I would like to work for an International Financial company. I enjoy doing some travel and meeting new people
- **And what kind of hours would you like?**
- I'd like regular daytime hours on weekdays and Saturday hours once in a while
- **What kind of job is ideal for you?**
- My ideal job would be working as an office manager at an International School. I prefer to work at a place where I can use my French and English skills. I would like to work steady hours without having to travel too much
- **What would be your ideal job?**
- I would be a PR representative for a major international airline. I'd love to travel around the world and meet all kinds of people



## Describe your Greatest Strengths and Weaknesses

## conversation 7

Interviewer  
Applicant

Interviewer  
Applicant

Interviewer  
Applicant

- **What is your greatest strength?**
- My greatest strength is persistence. I work really hard and I don't give up easily
- **Can you give an example?**
- Yes. When I was a student, I had problems with the physics class. I didn't give up though. I got a tutor and studied really hard. Finally, I passed the class with an A
- **Do you have any examples at work?**
- Yes, when I was a manager at Charter insurance, we had a very important quota deadline. I wouldn't stop working till we met the quota. I talked to the staff and we all worked really hard to meet the deadline



Interviewer  
Applicant

- What about your greatest weakness?
- My greatest weakness would be that I'm not trained in accounting. I can still learn though

Interviewer  
Applicant

- How would you describe your greatest strength?
- I think my greatest strength is my dependability. You can depend on me to be on time. You can depend on me to get my work finished on time. And you can depend on me to be professional

Interviewer  
Applicant

- And what about your greatest weakness?
- This could be my experience. I've only worked full-time for two years now. I think I need more experience

Interviewer  
Applicant

- What's your greatest strength?
- I think my greatest strength is my creativity. Sometimes my boss would ask my advice on a project because of my creativity

Interviewer  
Applicant

- Can you give me an example?
- Yes, once my boss was quite upset because, we weren't filling our monthly quotas. He asked my advice and I told him some advertising ideas. We tried them and soon our monthly quota was filled

Interviewer  
  
Applicant

- Very good. Now, can you please tell me about your greatest weakness
- My greatest weakness would probably be my educational background. I studied music, but I'm working in business now

Interviewer  
Applicant

- Can you tell me what your greatest strength is?
- I think it's my quick thinking and decision-making. There have been many times when I've been under pressure and made the right decision

Interviewer  
Applicant

- How about your greatest weakness?
- Probably my computer skill. I know a little bit, but I need to learn a lot more

Interviewer  
Applicant

- What's your greatest strength as a manager?
- It's my ability to understand and encourage people. I enjoy working with different kinds of people from all kinds of backgrounds

Interviewer  
Applicant

- What about your greatest weakness?
- Now, I think this is my experience. I'm still young and I have ongoing experience in management



- |                    |  |
|--------------------|--|
| <b>Interviewer</b> | • <b>What are some of your personal interests outside of work</b>  |
| <b>Applicant</b>   | • Well, I really enjoy gardening. It helps me to relax. I also enjoy learning foreign languages  |
| <b>Interviewer</b> | • <b>What foreign languages have you studied?</b>  |
| <b>Applicant</b>   | • Currently, I am studying Chinese and Japanese. In the past I studied German as well  |
| <b>Interviewer</b> | • <b>Can you tell me about some of your hobbies or personal interests</b>  |
| <b>Applicant</b>   | • Well, I'm usually very busy taking care of my children and doing housework. But when I do have free time, I like to read and listen to music |
| <b>Interviewer</b> | • <b>Please tell me about your interests outside of work?</b>  |
| <b>Applicant</b>   | • I love learning about computers. Sometimes, I do programming work for my friends, when I have free time                                      |
| <b>Interviewer</b> | • <b>What do you do to relax or to have fun?</b>   |
| <b>Applicant</b>   | • I like listening to music, and I enjoy playing basketball  |
| <b>Interviewer</b> | • <b>What are the things that you do in your free time?</b>  |
| <b>Applicant</b>   | • Well, I love cooking. I've taken several classes on cooking. I also like to play tennis, whenever I can, I play tennis with my friends       |
| <b>Interviewer</b> | • <b>What are some of your hobbies or personal interests?</b>  |
| <b>Applicant</b>   | • I enjoy reading and playing the guitar. I also enjoy surfing the internet and swimming   |



Interviewer  
Applicant

- **Why did you leave your previous job?**
- My company was downsizing because of the economy. So, I laid off. Other people have been there for over ten years. I only been there for 2 so, I was laid off first

Interviewer  
Applicant

- **What are the reasons for leaving your last job?**
- They cut my hours, I wanted to work full time. But they only want a part-time worker

Interviewer  
Applicant

- **Why are you looking for another job?**
- There is no growth and potential at my current job. I would like to work for a company that has more room to grow

Interviewer  
Applicant

- **Could you tell me why you decided to leave your current job**
- Well, there're problems inside the company some of the managers do not agree with the company's policies

Interviewer  
Applicant

- **Can you be more specific?**
- Yes, the company does not want to allow full investment in management. But, some of us disagree

Interviewer  
Applicant

- **Why did you resign from your previous position?**
- My company was opening branches in other parts of the country. My boss told me I had to transfer. I couldn't move so, I had to resign



Interviewer  
Applicant  
Interviewer  
Applicant

- **How do you handle pressure?**
- I work very well with pressure. I prepare for it before it comes
- **Can you give me an example?**
- When I worked at City Bank, we had many deadlines to meet. I never waited until the last minute to do my work, I always finished it ahead of time

Interviewer  
Applicant  
Interviewer  
Applicant

- **How do you deal with the public?**
- I try to treat my customers with respect and patience
- **How do you handle stressful situations?**
- Well, I try to stay as calm as possible. When I'm with the customer, I like to be respectful and responsible

Interviewer  
Applicant

- **Can you give me an example from your personal experience?**
- Yes, when I was working with Universal System as a secretary, a customer came in and he was very angry about his bill. So, I spoke calmly and told him to relax. Once he's calmed down, we talked about the problem and solved it. He walked away happy and so was I

Interviewer  
Applicant

- **How do you deal with stressful situations at work?**
- I've many stressful situations at work. I always try to stay patient. Whenever I'm feeling stress, I breathe deeply to calm down

Interviewer  
Applicant

- **Is there anything else that you do?**
- I try to talk to people to tell them how I feel. If I'm having a problem with a customer, I try to talk politely. If I have some other kind of stress at work, I talk to my co-workers or my boss to tell them how I feel. That usually helps

Interviewer  
Applicant  
Interviewer  
Applicant

- **How do you work under pressure?**
- Oh, I'm pretty good with pressure
- **Can you give me an example?**
- Yes, as an accountant, I have to meet monthly deadline, this can make my work very stressful. But I have learned that working hard and staying calm always relax me to meet these deadlines



Interviewer  
Applicant

- **How do you handle stressful situations?**
- I handle them professionally and patiently. I've had experience with stressful situations at work. I always try to prepare myself before stressful situations happen. Then, when they happen, I can handle them without any trouble

Interviewer  
Applicant

- **Can you give me an example?**
- Sure. If there are 2 phones ringing and customers waiting to be helped, I'll ask the customers if they can wait for a minute, then I answer the phones and put them on a hold. Next, I'll try to help the customers quickly and politely. Finally, I'll take the phone calls

Interviewer  
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Interviewer

- Would you be able to travel?
- Sure, I don't mind traveling
- What about relocating? Would you be able to travel?
- Relocating would be difficult- you see I'm in a family with three children. I guess, I can relocate, but it won't be easy
- Are you able to work weekends?
- Well, I can work on Saturdays, but not on Sundays
- Are you able to work added hours?
- I prefer to work in the daytime, but I don't mind doing some added hours
- Are you considering any others jobs?
- Yes, I've applied to several other positions and I'm considering them as well
- We may not be able to let you know about this position until next week. Are you still interested
- Yes, I'm still very interested
- Ok, we' ll be in touch by next week then
- OK, thank you very much
- Thank you for coming. What are your requirements?
- I'm looking for at least 30000\$
- This position starts at 35000\$ Is this ok?
- Yes, that would be fine, other apportunities or advancement
- Yes, you are evaluated for raises and bonuses every year



**Interviewer**  
**Applicant**

- **Why do you want to work for us?**
- When I saw the job advertisement, I become very interested, I have fun with customers here, they said that they liked doing business as well. I also feel I'm qualified for the job

**Interviewer**  
**Applicant**

- **Why should we hire you?**
- Because, I have experience and a strong desire to succeed

**Interviewer**  
**Applicant**

- **Why do you want to work here?**
- Because this company has a good reputation

**Interviewer**  
**Applicant**

- **Why should we hire you?**
- Well, I think I have the right personality and skills. And I also have experience and motivation

**Interviewer**  
**Applicant**

- **Why do you want this job?**
- Because, I know I can do this job well

**Interviewer**  
**Applicant**

- **Why should we hire you?**
- Because of my drive and commitment

**Interviewer**  
**Applicant**

- **Can you tell me why you want this?**
- Well, the descriptions sounded very interesting. And I think, I can succeed at it

**Interviewer**  
**Applicant**

- **Why should we choose you for this job?**
- I'm a very committed worker, And I love challenges like this

**Interviewer**  
**Applicant**

- **Why do you want to work here?**
- I want the challenges of working in a large International firm

**Interviewer**  
**Applicant**

- **Why should we hire you over another person?**
- Because, I'm qualified and I have the will to succeed



Interviewer

Applicant

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Interviewer

- Do you have any questions for me?
- Yes, what is the starting salary?
- The starting salary is \$35,000 per year plus benefits
- And what are the hours of the job?
- The office opens at 7 a.m. Most people usually take a one-hour lunch break around noon and then leave about 4 p.m. But the office doesn't close until 6 p.m. so you can stay later if you like
- Do you have any questions?
- May I ask what the specific responsibilities for this position are
- Sure, you'll be expected to be in the office during hours which is from 8 until 5:30 p.m. Monday to Friday. You'll also be expected to answer incoming telephone calls and to help walk-in customers. You'll be also expected to work with typing, filling and some date entry
- Can you tell me about the history of the company?
- The history. Sure, we started our company in 1980 and we began in New York. But we moved here in 1990 since then, we've opened in 10 states across the Eastern US
- Would you like to ask me any questions?
- What kind of person are you looking for?
- We're looking for a responsible person who can handle pressure. Someone good at experience and training is good but not necessary
- Do you offer any kind of education or training programs for employees
- Yes, we offer free computer training for full-time employees. And there's also some on-the-job training at the beginning
- Do you have any questions?
- Yes, what is the focus of the company?
- The focus of our company is to provide the best service to our customers in this industry
- And what's the starting salary?
- The starting salary is \$26,000. We also provide help insurance for employees
- Ok, and do you have the dress code?
- Yes, only business attire slacks, skirts or long dresses



**Interviewer**  
**Applicant**

**Interviewer**

**Applicant**

**Interviewer**

**Applicant**

**Interviewer**

**Applicant**

**Interviewer**

for women – No T-shirts and shorts sandals are alright, but they must have a straps on the heel

- Do you have any questions to ask me?
- Yes, is this a new position?
- No, actually it's not. The last person was transferred to the branch in Canada. We needed to fill this position immediately
- In which country does this company operate?
- We have operations in the US and Canada, but we also have partners in Europe who do business in Germany and UK
- May, I be asked to travel or relocate?
- It's possible but not likely. It's not likely
- And can you describe the corporate culture in this company
- Sure, most of our employees are from the United States. But we do have some people working here from Australia, Canada and the UK. Most of us are young, but we have people working here who have been here for over 10 years. We're very hard-working people but we like to have fun. Sometimes we get together on the weekend informally



Interviewer

Applicant

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Interviewer

Applicant

- I would like to offer you the job. Are you still interested
- Yes, I am. When can I start?
- How is Monday?
- It'll be good
- Ok, then I'll see you on Monday at 8 a.m
- Ok, I'll see you then
- OK, bye bye
- Bye bye
- Are you still interested in the job?
- Yes, I am
- Good, when can you start?
- Well, I'll have to give notice at my present job first, I'll be able to start in 2 weeks time
- Oh, sounds good. So, you can start on Monday the 28th then
- Sure, see you then
- Ok, oh yeah, please remember to bring your ID card and passport. We need them to make couples for our records
- Sure, no problem I'll see you on the 28th
- Ok, then. Bye bye
- Good bye
- Mr Smith, I'd like to offer you the job. Are you still interested
- Yes, I am
- Great, could you start tomorrow?
- Tomorrow, it's fine
- OK, why don't you come at 9 O'clock? We will give you a tour and have you fill out some paper work
- Sure
- Please bring a list of references and two passport photos
- Ok, I'll see you then
- Ok. Well, I've talked to the others and we've decided to offer you the job, would you like to work for us
- Yes, I'm ready to start as soon as possible
- Great. We'd like you to be here at 7 o'clock on the morning of the 3rd of next month
- Ok, I'll see you then

Interviewer

Applicant

Interviewer

Applicant

Interviewer

Applicant

Interviewer

Applicant

Interviewer

Applicant

Interviewer

- Is there anything else you'd like to know?
- Oh yes, where can I park my car?
- Ah, that's a good question, you can park your car downstairs in the parking lot for free
- Ok, I'll see you on the 3rd
- OK, see you then
- Ok, thank you, bye bye
- I'd like to offer you the position. Do you still want it?
- Thank you, but I have accepted another job already
- Oh, that's ok, good luck to you
- Thank you
- You're welcom

